

October 2005

Tracker

Measures of Departmental Performance



Missouri Department of
Transportation



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Uninterrupted Traffic Flow – Don Hillis (Page 1)		
Average speeds on selected roadway sections	Eileen Rackers	1a
Average time to clear traffic incident	Dan Bruno	1b
Average time to clear traffic backup from incident	Dan Bruno	1c
Number of customers assisted by the Motorist Assist program	Dan Bruno	1d
Percent of work zones meeting expectations for traffic flow	Scott Stotlemeyer	1e
Percent of retimed signals	Julie Stotlemeyer	1f
Percent of Motorist Assist customers who are satisfied with the service	Dan Bruno	1g
Percent of signals observed	Julie Stotlemeyer	1h
Time to meet winter storm event performance objectives on major & minor highways – UNDER DEVELOPMENT	Tim Jackson	1i
Smooth and Unrestricted Roads and Bridges – Kevin Keith (Page 2)		
Percent of major highways that are in good condition	Jay Bledsoe	2a
Percent of minor highways that are in good condition	Jay Bledsoe	2b
Percent of deficient bridges on major highways	Jay Bledsoe	2c
Percent of deficient bridges on minor highways	Jay Bledsoe	2d
Number of deficient bridges on the state system (major & minor highways)	Jay Bledsoe	2e
Number of miles completed through the Smooth Roads Initiative	Machelle Watkins	2f
Safe Transportation System – Don Hillis (Page 3)		
Number of fatalities and injuries year to date	Leanna Depue	3a
Number of impaired driver-related fatalities and injuries year to date	Leanna Depue	3b
Rate of annual fatalities and injuries	Leanna Depue	3c
Percent of safety belt/passenger vehicle restraint use	Leanna Depue	3d
Number of bicycle and pedestrian fatalities and injuries	Leanna Depue	3e
Number of motorcycle fatalities and injuries	Leanna Depue	3f
Number of commercial motor vehicle crashes resulting in fatalities	Chuck Gohring	3g
Number of commercial motor vehicle crashes resulting in injuries	Chuck Gohring	3h
Number of fatalities and injuries in work zones	Scott Stotlemeyer	3i
Number of highway-rail crossing fatalities and collisions	Rod Massman	3j
Roadway Visibility – Don Hillis (Page 4)		
Rate of nighttime crashes	Mike Curtit	4a
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Percent of stripes that meet customers' expectations	Jim Brocksmith	4c
Percent of work zones meeting expectations for visibility	Scott Stotlemeyer	4d
Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound) – Shane Peck (Page 5)		
Percent of overall customer satisfaction	DeAnne Bonnot	5a
Percent of customers who contacted MoDOT that felt they were responded to quickly	DeAnne Bonnot	5b
Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner	DeAnne Bonnot	5c
Percent of customers who contacted MoDOT that understood the response given	DeAnne Bonnot	5d
Number of customer contacts	Marisa Brown	5e
Percent of documented customer requests completed within 24 hours	Marisa Brown	5f
Average response time to customers requiring follow up	Marisa Brown	5g
Partner With Others to Deliver Transportation Services – Kevin Keith (Page 6)		
Number of dollars of discretionary funds allocated to Missouri	Todd Grosvenor	6a
Percent of earmarked dollars that represent MoDOT's high priority projects	Todd Grosvenor	6b
Number of dollars generated through cost-sharing and other partnering agreements	Kirk Boyer	6c
Leverage Transportation to Advance Economic Development – Roberta Broeker (Page 7)		
Miles of new 4-lane corridors completed	Jay Bledsoe	7a
Percent utilization of SIB & STAR loan programs	Raye Ann Lecure	7b
Rate of economic return from transportation investment	Ernie Perry	7c
Innovative Transportation Solutions – Mara Campbell (Page 8)		
Percent of innovative transportation solutions implemented	Patty Lemongelli	8a
Benefits of implementing innovative transportation solutions	Patty Lemongelli	8b
Annual dollar amount saved by implementing value engineering	Kathy Harvey	8c
Annual dollar amount saved by implementing practical design	Kathy Harvey	8d
Number of external awards received	Rebecca Geyer	8e

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Fast Projects That Are of Great Value – Dave Nichols (Page 9)		
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Number of calendar days it takes to go from the programmed commitment on the Statewide Transportation Improvement Program to construction completion	Machelle Watkins	9b
Percent of projects completed within programmed amount	Dave Ahlvers	9c
Percent of projects completed on time	Dave Ahlvers	9d
Percent of change for finalized contracts	Dave Ahlvers	9e
Average construction cost per day by contract type	Dave Ahlvers	9f
Percent of customers that feel completed projects are the right transportation solutions	Ernie Perry	9g
Percent of project timeliness as compared to other state DOTs	Kathy Harvey	9h
Percent of projects that represent great value	Kathy Harvey	9i
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Number of projects on which MoDOT protects or restores sensitive species or habitat	Kathy Harvey	10b
Percent of air quality days that meet Environmental Protection Agency standards by metropolitan area	Machelle Watkins	10c
Percent of alternative fuel consumed	Dave DeWitt	10d
Number of historic resources avoided or protected as compared to those mitigated	Bob Reeder	10e
Ratio of acres of wetlands created compared to the number of acres of wetlands impacted	Gayle Unruh	10f
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Interstate motor carrier mileage	Joy Prenger	11d
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Easily Accessible Modal Choices – Brian Weiler (Page 12)		
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Number of rail passengers	Rod Massman	12b
Number of transit passengers	Steve Billings	12c
Number of passengers and vehicles transported by ferryboat	Sherrie Martin	12d
Number of days the river is navigable	Sherrie Martin	12e
Number of business capable airports	Joe Pestka	12f
Number of daily scheduled airline flights	Joe Pestka	12g
Average days per week rural transit service is available	Steve Billings	12h
Number of active transit vehicles	Steve Billings	12i
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Percent of customers satisfied with transportation options	Ernie Perry	12k
Customer Involvement in Transportation Decision-Making – Dave Nichols (Page 13)		
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Percent of customers who are satisfied with feedback they receive from MoDOT after offering comments	Bob Brendel	13b
Percent of customers who feel MoDOT includes them in transportation decision-making	Machelle Watkins	13c
Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making	Bill Stone	13d
Convenient, Clean & Safe Roadside Accommodations – Don Hillis (Page 14)		
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Percent of commuter lots that meet customers' convenience, cleanliness and safety expectations – UNDER DEVELOPMENT	Jim Carney	14b
Number of users of rest areas	Stacy Armstrong	14c
Number of users of commuter parking lots	Tim Jackson	14d
Number of truck customers that utilize rest areas	Tim Jackson	14e

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Best Value for Every Dollar Spent – Roberta Broeker (Page 15)		
Number of MoDOT employees (in salaried positions)	Micki Knudsen	15a
Percent of work capacity based on average hours worked	Micki Knudsen	15b
Rate of employee turnover	Micki Knudsen	15c
Percent of satisfied employees	Micki Knudsen	15d
Number of lost work days per year	Beth Ring	15e
Information Systems expenditures per salaried position	Mike Miller	15f
Fleet expenditures per salaried position	Jeannie Wilson	15g
Building expenditures per salaried position	Chris DeVore	15h
Utility expenditures per square foot of occupied space	Chris DeVore	15i
Dollars expended on non-design related consultants	Debbie Rickard	15j
Percent of vendor invoices paid on time	Debbie Rickard	15k
Percent of actual state highway user revenue vs. projections	Todd Grosvenor	15l
MoDOT national ranking in revenue per mile	Todd Grosvenor	15m
Average salary of outsourced contract design and bridge engineer vs. full-time employee	Jim Deresinski	15n
Distribution of expenditures	Jim Deresinski	15o
Number of lane miles per MoDOT employee as compared to neighboring states	Jim Deresinski	15p
Number of lane miles per MoDOT employee as compared to the ten best states	Jim Deresinski	15q
Attractive Roadsides – Don Hillis (Page 16)		
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Number of hours of litter pickup by MoDOT staff and incarcerated crews	Stacy Armstrong	16b
Number of miles in Adopt-A-Highway program	Stacy Armstrong	16c
Total mowing and herbicide cost	Stacy Armstrong	16d
Advocate for Transportation Issues – Pete Rahn (Page 17)		
Percent of minorities and females employed	Brenda Treadwell-Martin	17a
Percent of transportation-related pieces of legislation directly impacted by MoDOT	Pam Harlan	17b
Percent of federal roadway earmarked projects on the state highway system	Kent Van Landuyt	17c
Percent of customers who view MoDOT as Missouri's transportation expert	Jay Wunderlich	17d
Accurate, Timely, Understandable and Proactive Transportation Information (Outbound) – Shane Peck (Page 18)		
Number of public appearances	DeAnne Bonnot	18a
Percent of customers who feel MoDOT provides timely information	DeAnne Bonnot	18b
Percent of customers who feel MoDOT provides accurate information	DeAnne Bonnot	18c
Percent of customers who feel MoDOT provides understandable information	DeAnne Bonnot	18d
Number of contacts initiated by MoDOT to media	Jeff Briggs	18e
Percent of MoDOT information that meets the media's expectations	Jeff Briggs	18f
Percent of positive newspaper editorials	Jeff Briggs	18g
Number of repeat visitors to MoDOT's web site	Matt Hiebert	18h

- **Please Note:** Tangible Results are listed in reverse alphabetical order, not by importance.